



1

DETERMINE THE ACTION FRAMEWORK TO DETERMINE WHAT HAPPENED

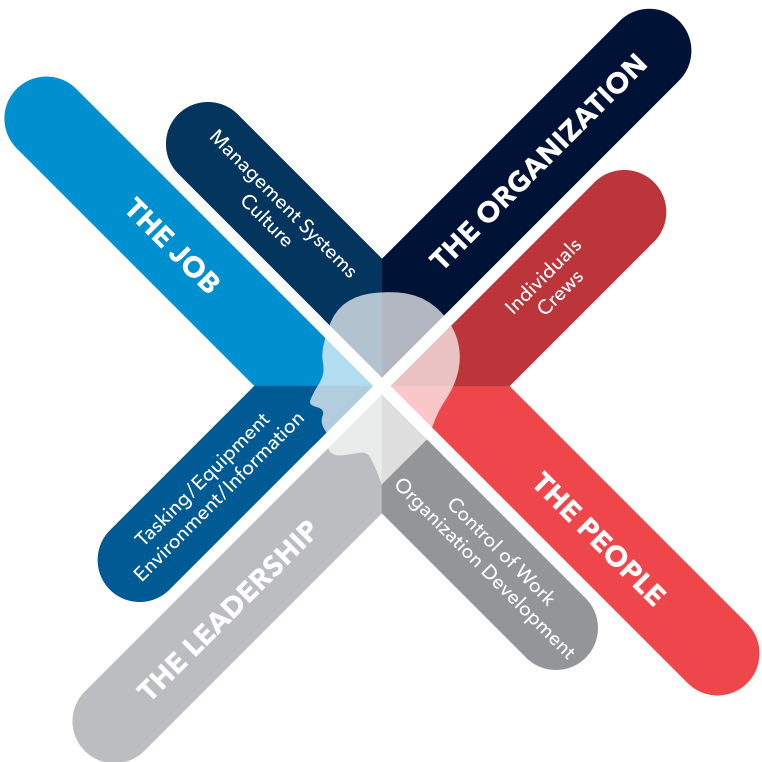
- Gather evidence
- Brainstorm key events
- Determine the timeline
- Map initial cause-effect relationship



2

IDENTIFY THE CRITICAL JUNCTURES

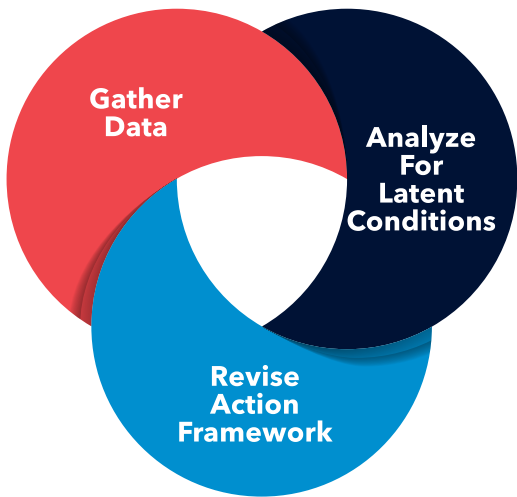
- Focus on DECISIONS and ACTIONS
- Look for where did things start to go wrong
- Look for performance errors and poor judgement



3

ANALYZE JUNCTURE FOR HIDDEN FACTORS

- Apply Human Factors Taxonomy as guide
- What contributed to the poor decision or action
- What was supposed to happen compared to what actually happened
- Look for additional Critical Junctures



4

COMPLETE CAUSE-MAP AND CODE HUMAN FACTORS

- Add the newly identified causal factors to the cause-effect map
- Use the Human Factors Taxonomy to identify the specific Human Factors associated with your findings
- Apply taxonomy codes to findings for classification and trending analysis

